

HOME CARE REFERRAL REGISTRY SERVICE DELIVERY EXPECTATIONS

Performance Measurement Tool - Oct 2008			
Service Area/Site Location:		Performance Period:	
Registry Staff Present:			
HCQA Evaluator:		Date:	
Rating		Tool: Points and Descriptions	
To determine point totals - Choose a number between one and five from drop down list that corresponds with each expectation. Use Rating Tool to indicate level of performance. Summary Notes available at end of scoring section.		1	Has not met expectation
		2	Has somewhat met expectation
		3	Has met expectation 50% or more of time
		4	Has satisfied expectation 75% or more of time
		5	Has met expectation 100% of time
SITE LOCATION/STAFFING/EQUIPMENT			
Do not mark in gray area			
Registry Staff			
a) At least one full-time (equivalent) dedicated staff person is available during working hours (8:00 am to 12:00 pm and 1:00 pm to 5:00 pm) per service area.		5	
b) When Registry staff are part-time and dividing their time between Registry duties and other job requirements for the contractor, the time spent with Registry activities is consistent and can be specifically accounted for.		5	
c) Registry staff follow internal office protocol for Customer Service		5	
d) Registry staff are relatively stable in their positions (low-turn-over).		5	
Equipment			
a) Computer hardware/software is up to date and adequate to perform registry functions.		5	
b) Connectivity is adequate to allow for database activities to be efficiently completed.		5	
c) Equipment acquired with Registry funds is identified/labeled with "property of Washington State" and corresponds to equipment purchases identified in monthly invoices.		5	
Office Location/Accessibility			
a) Office is located within population centers and with adequate signage.		5	
b) Office is accessible to the public, close to public transportation and away from high crime areas.		5	
c) When an office is co-located with another agency – the location of Registry operations are well identified.		5	
		Pts:	Weight
		Max Score (2.50)	
LOCATION/STAFF/EQUIPMENT		(maximum possible points = 50)	
		50	5.0%
			2.50

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REGISTRY RELATIONS		Do not mark in gray area	
Outreach and Marketing			
a) Home Care Referral Registry logo is used in all media that is produced and distributed by Registry staff.	5		
b) Core documents, including HCQA produced media available at PRT on-line is available and distributed to target audiences.	5		
c) Marketing media (newsletters, articles, mailers) meets frequency, are up-to-date, error free, include the HCRR logo and local Referral Registry identifiers, and state the message clearly. Proofing and editing are done prior to distribution.	5		
d) Frequent and on-going contact with key stakeholders/Case Managers:—AAA/HCS/DDD/CA/Others is evident and reflected in number of referrals.	5		
e) Participation at work force development and related events such as (job fairs, conferences) is documented in monthly reports.	5		
Case Manager Collaboration			
a) On-going efforts to cultivate IP Referrals from Case Managers (AAA/HCS/DDD/CA) results in new referrals each month.	5		
b) On-going efforts to cultivate Consumer Referrals from Case Managers (AAA/HCS/DDD/CA) results in new referrals each month.	5		
Advisory Council			
a) Advisory group meetings are scheduled and occur on a regular basis.	5		
b) Local Advisory group is engaged in supporting Registry activities and meetings are documented in reports sent to HCQA Contract Manager.	5		
c) Advisory Group includes: (check indicates persons included)			
Adults who are elderly			
Persons with a disability			
Persons who have a developmental disability			
Parents of children receiving services			
Individual Provider			
Case Manager or Agency Representative	5		
Pts:	Weight	Max Score (12.5)	
REGISTRY RELATIONS	(maximum possible points = 50)	50	25.0% 12.50

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OPERATIONS and OTHER ACTIVITIES			Do not mark in gray area	
Reporting/Budget				
a) Monthly activity reports submitted with invoices include: (check indicates activities included)				
	Outreach			
	Promotional activities			
	Training Opportunities provided			
	Collaboration with Case Managers			
	Advisory Council activities			
	IP Recognition events			
	Other Stakeholder activities	5		
b) Budget reports specifically identify expenses (current and cumulative) in each area including: Personnel, Marketing & Outreach, Administration/General, Equipment and Indirect Costs.			5	
c) Budget reallocations under 10% are reported to HCQA. (Prior approval is sought for budget reallocations over 10%).			5	
Training – Consumer/Employer and IP				
a) “Becoming a Professional IP” is made available to all new, potential providers.			5	
b) Number of consumers participating in training opportunities such as “Effective Supervision and Communication” and “How to Hire and Keep Good Staff” are tracked.			5	
BCCU and CC&S Assessment Process:				
a) Background applications and related forms upon receipt from provider are completed and submitted to the BCCU within two working days.			5	
b) A secure fax line in which to receive responses back from the BCCU is in place and operational.			5	
c) Registry staff complete necessary follow-up CC&S assessments and forward to HCQA for review within two days upon receipt from BCCU.			5	
Policy				
a) Adherence to HCQA referral registry rules and regulations is evident. (WAC 257-10-020 to 257-10-420)			5	
b) Directions/recommendations from HCQA are acted upon or responded to within a reasonable time. HCRR Operations Manual is referenced and utilized as guideline for day to day operations.			5	
			Pts:	Weight
OPERATIONS and OTHER ACTIVITIES			50	Max Score (12.5)
(maximum possible points= 50)			25.0%	12.50

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REGISTRY TRACKING/EMPLOYMENT		Do not mark in gray area		
Consumer Request/Hire Process				
a) Registry staff confirm provider availability prior to sending a referral list to consumers. The referral list includes contact information for qualified individual providers within 48 working hours of the consumer’s request.	5			
b) Follow-up with Consumer (after Referral list is sent) meets Registry timeline requirements identified in the database Activity Summary.	5			
d) Results from Consumer survey indicate satisfaction with overall use of the Registry.	5			
IP Enrollment/Follow-up				
a) Registry timeline requirements for completing Provider updates are being met.	5			
b) Use of Activity List for IP tracking/follow-up is evident.	5			
c) All referral follow-up(s) are completed within 7 days of referral.	5			
d) Registry staff develop and utilize methods to track employment.	5			
Case Manager Follow-up				
d) Follow-up with case manager from CM Quick Search activity is completed within two days.	5			
Employment				
a) Evidence of referrals resulting in employment.	10			
	Pts:	Weight	Max Score (22.5)	
REGISTRY TRACKING/EMPLOYMENT	(maximum possible points = 50)	50	45.00%	22.50
MASTER (Maximum)-TOTALS				
Totals by Category	Pts:	Weight	Performance Score	
LOCATION/STAFF/EQUIPMENT	50.00	5.00%	2.50	
REGISTRY RELATIONS	50.00	25.00%	12.50	
OPERATIONS and OTHER ACTIVITIES	50.00	25.00%	12.50	
REGISTRY EMPLOYMENT	50.00	45.00%	22.50	
TOTAL CATEGORIES			50.00	
			maximum possible=50.00	

Performance Measure Indicator:

<10 = Have not or have somewhat met expectations *
 >20 = Met expectations some of the time
 >30 = Met expectations at least 60% of the time
 >40 = Have met expectations at least 80% of the time
 50 = Met expectations 100% of the time

Notes, see attached.

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Home Care Referral Registry
Summary Notes –